

DRAFT

DHFS  
CARES Strategic Direction  
SFY07 - 09

# BEM Goals

- Increase enrollment of eligible persons in our programs;
- Improve customer satisfaction;
- Ease IM Workload; and
- Increase payment accuracy.

# Priorities

1. BadgerCare Plus and Related Changes
2. Integrated Quality Assurance Tools
3. Implementation of interChange MMIS
4. SSI Combined Application Project
5. New EBT Vendor
6. Improved Disability Application, Tracking and Decision Systems
7. Other Projects

# **BadgerCare Plus & Related Projects**

- New Eligibility Requirements for BC+;
- Consolidate Eligibility Groups in Family Medicaid and BadgerCare;
- Intelligent Independent Eligibility Determinations;
- Reengineered CARES Notices, Letters and Forms; and,
- Link between CARES and ECF.

# **BadgerCare Plus & Related Projects**

- Full Report My Changes,
- ACCESS Reviews
- Pre-Printed Reviews and
- HMO Select as part of AFB

# **Integrated Quality Assurance Tool**

**GOAL:** Build the best QA automated system for Medicaid and FoodShare in the United States.

- Complete automation of QC reviews (FSQC, MEQC, PERM) for Medicaid and FoodShare;
- Complete automation of second party reviews for MA and FoodShare, including:
  - On-Line/Real-Time Error Prone Profiling
  - On-Line/Real-Time Front End Verification Tool
  - On-Line Real-Time 2<sup>nd</sup> Party Review Tool
  - Batch 2<sup>nd</sup> Party Review Tool that allows cases not selected in EPP to be reviewed and tracked.
- Automation of client complaint and fair hearing tracking;
- Integrated Fraud Prevention and Investigation Tracking Tools;

# **Integrated Quality Assurance Tool**

- QA Data Warehouse(s) that includes
  - QC error review data, :
  - MA/FS FEV and 2<sup>nd</sup> Party Review data,
  - fair hearing and client complaint data,
  - Pathlore student records and learning history data,
  - tracking at worker, unit, section, division and service area level of cases, applications, reviews and changes;
  - IRS/PARIS match and outcome data;
  - Fraud Data;
  - Other CARES Data;
- Easy-to-use and modify Pattern Recognition Software for identifying error causes;
- DASHBOARD – on-line, real-time, web-based worker (supervisor/manager) tool to manage IM applications and cases effectively; and,
- Webify or Move to DASHBOARD - Data Matches, Alerts Benefit Recovery Pages used by local agency staff.

# Implementation of interChange MMIS

- ACCESS as Client Portal
- Changes to CARES MMIS Interface
- MCI as secondary index for MMIS
- SSI/MA into CARES
- Webify the MMIS Screens



# SSI Combined Application Project

- Send new SSI recipients a simplified application for FoodShare;
- Move SSI data needed to determine FS from SSI to CARES;
- Create simple web pages for entry of data from form returned by applicant;
- Determine eligibility and benefits using specific rules for this project; and,
- Integrate with other SSI/MA and Automatic update functionality in CARES.

## New EBT Vendor

- Make any changes to CARES that are needed to send data to EBT vendor;
- Work with vendor to incorporate EBT database information into the ACCESS Check My Benefits Tool; and,
- Work with vendor to incorporate worker administrative EBT page into CARES Worker Web.

# Improved Disability Application,<sup>DRAFT</sup> Tracking & Decision System

- Changes associated with paperless MA disability process;
- Add 'Am I Disabled?' branch to ACCESS AIE; and,
- Add 'Progress of DDB disability Determination Process' to ACCESS CMB.

# Other Projects

- EBD MA AFB,
- Webify History Maintenance and Client Scheduling;
- Semi-automated function for Family Care expansion cases;
- ACCESS AFB for SeniorCare;
- Projects identified with IM streamlining that are not included with BC+
- Other smaller enhancement and fixes as available time and staff resources allow.